
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Account Clerk I** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. OFFICE PRACTICES**(10 Questions)**

Employees in this position are often called upon to perform routine office tasks. These functions include maintaining file systems for reference information, processing forms and records, reviewing and updating files, preparing and reviewing correspondence for accuracy as well as compliance. This examination section tests your knowledge of basic office functions. Specific test question topics include:

- Commonly used filing systems;
- Processing business correspondence;
- File maintenance techniques (e.g., cross-referencing materials; chronological filing; etc.);
- Interaction with the general public within the office setting;
- Protecting the confidentiality of records and documents.

II. MATH**(10 Questions)**

An employee in this job must be able to perform basic mathematical computations including those involving decimals and percents. This skill is applied when totaling ledger entries, maintaining and balancing journals and ledgers, preparing reports and collecting money. Mathematical operations and concepts addressed in the questions include:

- Percentage increases / decreases;
- Calculations involving addition, subtraction, multiplication and division;
- Computations involving monetary amounts;
- Practical applications of mathematical reasoning.

III. DATA COMPARISON**(20 Questions)**

Employees must be able to compare sets of figures and data to find and reconcile discrepancies and to verify data when working with documents, reports, ledgers and journals. This section of the exam presents an exercise to test your ability to review and compare two sets of data and determine which data pairs are identical. Data to review includes:

- Social security numbers;
- Names and addresses;
- Technical terms;
- Random number strings.

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IV. NUMERIC FILING

(5 Questions)

An employee in this job is responsible for classifying and filing material such as documents and records. In order to successfully perform this task, it is necessary to possess the ability to place documents in sequential order according to control number, invoice number, date, purchase order number, etc. The questions in this section require you to:

- Place numeric data in the proper order from lowest to highest;
- Determine where a particular number should be filed within a group of numbers.

V. ALPHABETIC FILING

(5 Questions)

An employee in this job is responsible for classifying and filing material such as documents, correspondence and reports. In order to successfully perform this task, it is necessary to possess the ability to place documents in alphabetic order according to name, address, company, etc. The questions in this section require you to:

- Place alphabetical data in the appropriate sequential order;
- Determine where a particular name should be filed within a group of names.